FIG. 1

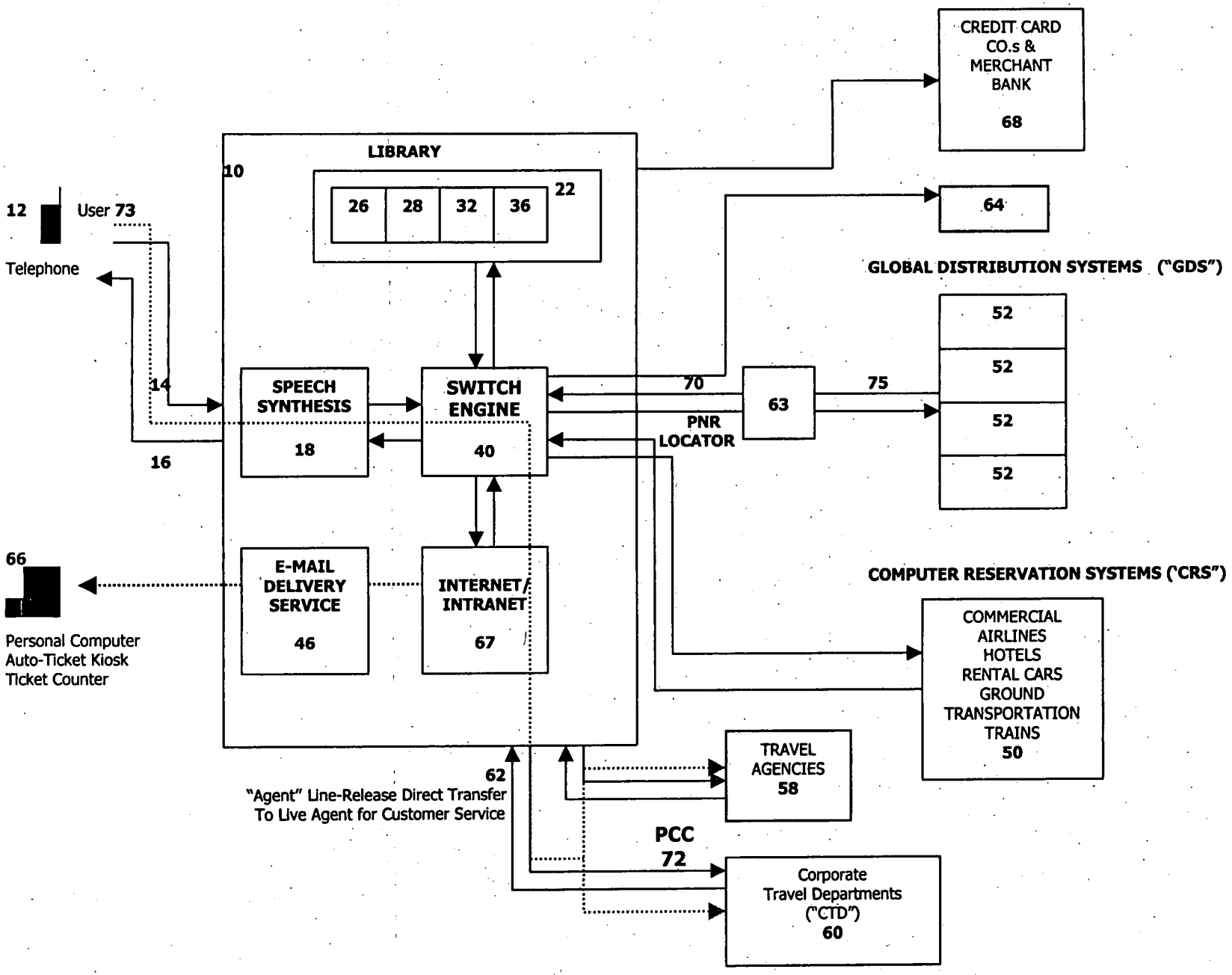
CREDIT CARD CO.s & MERCHANT BANK
68
LIBRARY
10
22
26
28
32
36
12
User 73
Telephone
64
GLOBAL DISTRIBUTION SYSTEMS ("GDS")
52
52
52
52
14
SPEECH SYNTHESIS
18
SWITCH ENGINE
40
70
63
75
PNR LOCATOR
16
66
E-MAIL DELIVERY SERVICE
46
INTERNET / INTRANET
67
COMPUTER RESERVATION SYSTEMS ("CRS")
COMMERCIAL AIRLINES
HOTELS
RENTAL CARS
GROUND TRANSPORTATION
TRAINS
50
Personal Computer
Auto-Ticket Kiosk
Ticket Counter
TRAVEL AGENCIES
58
62
"Agent" Line-Release Direct Transfer
To Live Agent for Customer Service
PCC
72
Corporate Travel Departments ("CTD")
60

FIG. 2b
Corporate Travel Requirements

Page 2
NAME: _____

Frequent Flyer Membership Card Numbers:

Commercial Airline	Membership Number & Status
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____

Frequent Flyer Information: to ensure proper mileage accounting, the name on your travel record must be **identical** to the name on your Frequent Flyer Membership Card

Cabin Assignment Requirement: (Check one)

First Class ☐ **Business Class** ☐ **Coach** ☐

Seat Assignment Preference: (Check one)

Aisle ☐ **Window** ☐ **Middle** ☐ **Emergency Row** ☐ **Bulkhead** ☐

In the event of a delayed or cancelled flight, if your cabin preference is unavailable in the next alternative flight, what cabin would you take? (Check one)

First Class only ☐ **Business class only** ☐ **Coach only** ☐
Any seat that is available ☐

Is your cabin assignment a company policy? (Check one) **Yes** ☐ **No** ☐

Credit Card Information

Business or Personal	Name on Card	Card Number	Expiration Date
1.			/
2.			/
3.			/

I hereby authorize AcuFlight, Inc. to charge any transaction I may request to my designated charge card.

Signature: _____ Date: _____

Passport Information

Passport Number: _____

Passport Place of Issue: _____

Passport Expiration Date: _____

FIG. 2c

Page 3
NAME: _____

Corporate Requirements for Rental Car

Rental Car Company	Membership Number
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____

To ensure proper accounting, the name on your travel Profile must be **identical** to the name on your Rental Car Membership Card.

Rental Car Requirement: (Check one)
Economy/Compact ☐ Mid-size ☐ Full-size ☐ Luxury ☐

Driver's License Number: _____
State: _____
Expiration Date: _____

Corporate Requirements for Hotel

Hotel Chain	Membership Number
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____

Hotel Rate Requirement: (Check One)
Lowest Rate Available ☐ Best Rate Available ☐ Standard ☐ Corporate ☐

Hotel Room Preference: (Check One)
King Bed ☐ Queen Bed ☐ Double Bed ☐

Smoking? Yes ☐ No ☐

Contacts for Proactive Notification Service Option

When the Proactive Notification Service Option is activated by the "Watch" speech command, up to three contacts may be notified simultaneously of changes in the specified flight being monitored for the Member-User. Contacts will be identified by Phone number and NOT by Name. In the sample below, John may receive notification of changes in the Member-User's flight schedule. When the system says " do you want to notify 917-555-1212 ext. 345 " say "Yes," and John Doe will be notified. Make sure to fill in your designated phone number for Proactive Notification.

YOUR PHONE NUMBER FOR ALERTS AND PROACTIVE NOTIFICATION OF CHANGES IN FLIGHT STATUS: _____

Name	Relationship	Phone Number
John Doe	Assistant	917-555-1212 Ext. 345
Jane Smith	Spouse	212-555-1212
_____	_____	_____ Ext. _____
_____	_____	_____ Ext. _____
_____	_____	_____ Ext. _____
_____	_____	_____ Ext. _____

FIG. 3a

For Company X designated by a pass code/identification number: "U1234" used on every PNR

1. Air policy

Carriers

Company X designated Airline A, Airline B and Airline C as primary preferred airlines. The other negotiated programs are secondary preferred: Airline D and Airline E. Primary is always preferred in comparison even if primary carrier fare is higher. If comparing secondary to secondary there is no savings tolerance. Lowest fare is preferred. Failure to use the carriers and fares authorized could result in a non-reimbursement for the full amount of the ticket. DO NOT OFFER non-preferred carriers no matter what the fare difference. Fare types must be similar: DO NOT COMPARE NON-REFUNDABLE FARES TO UNRISTRICTED COACH FARES.

SAMPLE AIRLINE RULES AND RESTRICTIONS CODES

Airline A *101	Valid through 12-31-04
Airline B *102	Valid through 12-31-03
Airline C * 103	Valid through 12-31-03

2. Alternative Airports

Alternative airports may be used is there is at least a $100.00 savings one-way. Use the following codes for alternative airports:

NYC	check	LGA-JFK-EWR
CHI	check	ORD-MDW
WAS	check	DCA-IAD
LON	check	LGW-LHR
PAR	check	CDG-ORY

3. Non-stop versus Direct or Connected Flights

Company X passengers are required to take the most direct route.

4. Class of Service

Coach for domestic travel

Business for International

Employees with director titles use coach class for domestic and business class for international travel under 5000 miles (use * 2); employees with vice president title may fly first class on international flights over 5000 miles (use * 1); senior vice president and above may flight first class on all domestic and international flights (use *A)

5. Air Savings Example Codes

5.Z*L-350‡AA Coach Example

5.Z*L-1500.00‡AA First Class Example

6. Neg tiated Fares

N* denotes a negotiated fare

7. Travel category

FFY* if company X passenger is a frequent flyer program member

FIG. 3b

8. Prepaid Tickets

Electronic tickets only

9. Upgrades

Allowed. N*UPGRADE denotes upgrades

10. Saving Tolerance when comparing:

1. Primary preferred carriers lowest fare is preferred
2. Primary preferred to secondary preferred, primary is preferred, even if primary carrier fare is higher.
3. Secondary to secondary there is no savings tolerance. Lowest fare is preferred.
4. Do not compare a non-refundable fare on a non-preferred to an unrestricted discount fare on a preferred.

11. Customized system REMARKS to be added for Company X passengers

"This is a violation of corporate policy"

" You must have an eticket receipt to pass airport security"

" Please carry a government issued ID"

FIG. 4

Required formats to completing a PNR

5. Z*AGT-12345=booking agent ID
5. Z*AFT-12345= faring agent
5. Z*L-0000.000±AA Lowest published fare for customer AA
5.Z*RH-12FEBLAX*G200.00±DAH=hotel code
5.Z*RC-12FEBLAX*G50.00±DAC=Rental car code

Example Delivery Field

5/Customer AA 5/Passenger AA 5/Passenger address 5/Passenger date of itinerary

Quality Verification

PNR Air

-verify phone fields
-check for 180 day retention segment
-check payment
-check delivery form
-check name, address and telephone numbers for contacts
-check agent
-check policy for lowest fares
-check profile preferences
-check itinerary for special remarks
-document fare rules and restrictions
-check source for procurement (Internet, agent, other (Inventory Management System)
-check change booking agent
-all changes in appropriate remark field
Codes:

. 5.Z*AGT-5 digit number
. 5.Z*AFT-5 digit number
. 5.Z*u5-12FEB02 DB60 (booking date and PCC)
. 5.Z*a5-4 digit booking branch number
. 5.Z*a8-0000-0000-0000 (office id, department, client billing code)

PNR Car

. 5.Z* *RC-12FEBLAX*G50.00

PNR Hotel

5.Z*RH-12FEBLAX*G200.00

FIG. 5a

Travel Plans for: Jane Doe **Customer ID/Record Locator: HTTOPW**

Credit card holders name: Jane Doe
Credit Card type: Card Company Name
Credit Card Number: xxxxxxxxxx5003 exp. Date 03-05

Passenger(s) Name: Jane Doe

Friday July 12, 2002

FLIGHT (S):

Airline A Flight 1				
Depart:	Los Angeles	6:00 AM	Terminal 5	Gate 34
Arrive:	Hartsfield Int'l Atlanta, GA	1:00 PM	Terminal S	

Flight Confirmation:	SXW8BC
Seat:	Not Assigned
Class:	Economy/Coach
Mileage:	1945
Travel Time:	4.00
Stopovers:	none
Meals:	Breakfast
Equipment:	747

Monday July 15, 2002

Airline A Flight 2				
Depart:	Hartsfield Int'l	4:00 PM	Terminal S	Gate 22
Arrive:	Los Angeles	1:00 PM	Terminal 5	

Flight Confirmation:	SXW8BC
Seat:	Not Assigned
Class:	Economy/Coach
Mileage:	1945
Travel Time:	4.00
Stopovers:	none
Meals:	Dinner
Equipment:	757

Rate: $450.00 US taxes not included

FIG. 5b

ACCOMODATIONS:

Hotel XYZ	1 Queen room	Corporate Rate: $149.00 per Night. Taxes not included
Check-in:	After 4 PM on July 12, 2002	
Check-out:	By noon on July 15, 2002	
Hotel Confirmation:	BY1234-4594	

RENTAL CAR:

Agency ABC	Economy	Corporate Rate: $35.00 Per Day
Mileage:	Unlimited	
Pick-up:	1:30 PM on July 12, 2002	Hartsfield Airport Location
Drop-off:	3:00PM on July 15, 2002	Hartsfield Airport Location
Rental Car Confirmation:	HR2345	

Valued Customer,

Please remember to bring a printed version of this itinerary or E-ticket receipt to pass airport security along with a government issued photo identification. Check monitors at airport for update flight and gate information. For **weather conditions**, **baggage restrictions**, maps, **terminal diagrams**, **airport services** and **E-ticket receipts**, please check Web Site at www.airlineA.com or call 800-555-1212 for 24/7 customer service.

Thank you. Enjoy your trip.

FIG. 6

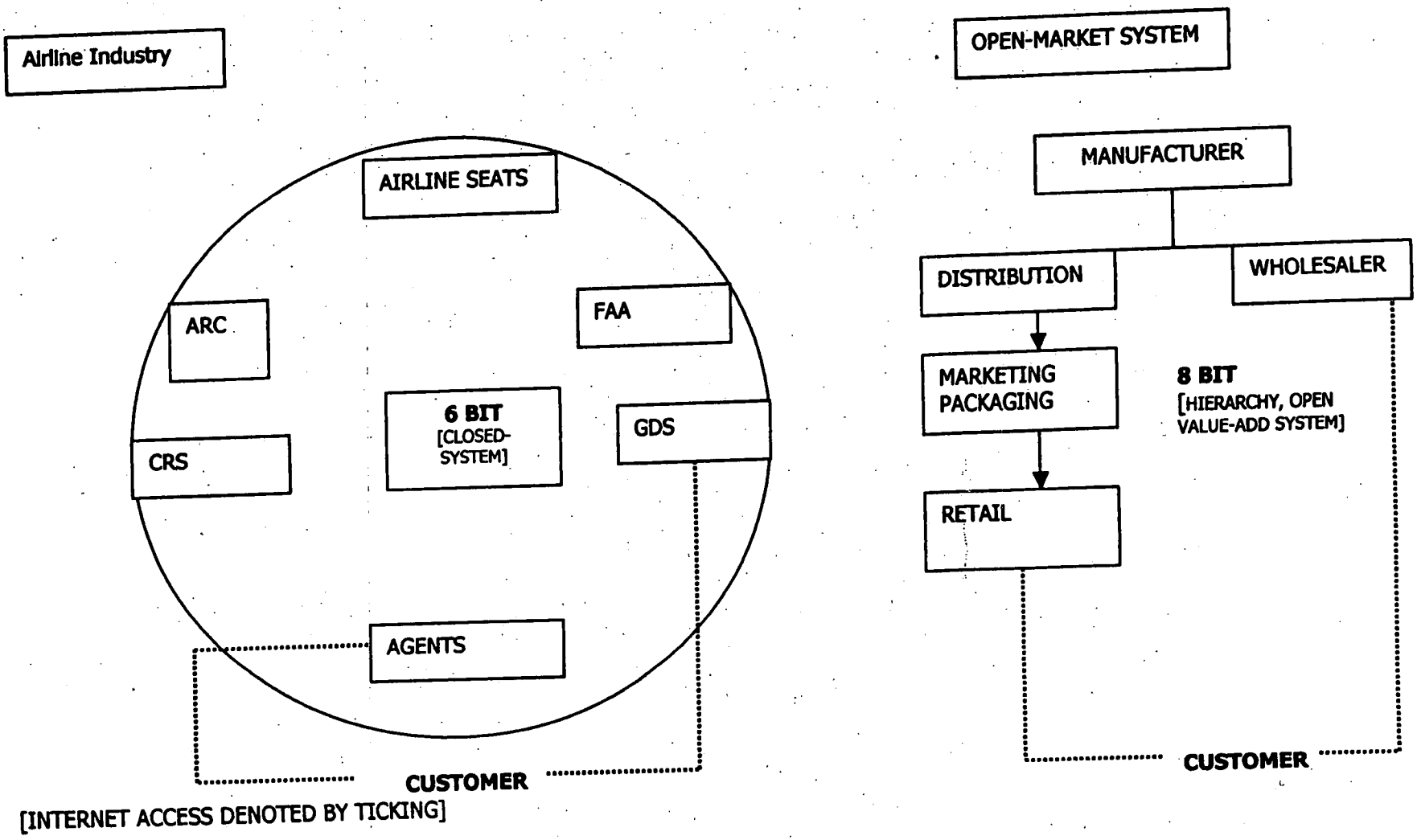
Airline Industry
AIRLINE SEATS
ARC
FAA
6 BIT
[CLOSED-SYSTEM]
GDS
CRS
AGENTS
CUSTOMER
[INTERNET ACCESS DENOTED BY TICKING]
OPEN-MARKET SYSTEM
MANUFACTURER
DISTRIBUTION
WHOLESALER
MARKETING
PACKAGING
8 BIT
[HIERARCHY, OPEN VALUE-ADD SYSTEM]
RETAIL
CUSTOMER

FIG.7

Frequent Travel Destinations for Inventory Management System Pre-approved Trips for Retrieval

Destination #1 Trip ID/Client ID _____

Flight 1: Carrier _____ Flight Number _____ City _____ or Airport _____
Flight 2: Carrier _____ Flight Number _____ City _____ or Airport _____

Hotel _____ Room type _____

Car rental agency: _____ Car type _____
Car service agency: _____
Check one: personal ☐ or business ☐

Destination #2 Trip ID/Client ID _____

Flight 1: Carrier _____ Flight Number _____ City _____ or Airport _____
Flight 2: Carrier _____ Flight Number _____ City _____ or Airport _____

Hotel _____ Room type _____

Car rental agency: _____ Car type _____
Car service agency: _____
Check one: personal ☐ or business ☐

Destination #3 Trip ID/Client ID _____

Flight 1: Carrier _____ Flight Number _____ City _____ or Airport _____
Flight 2: Carrier _____ Flight Number _____ City _____ or Airport _____

Hotel _____ Room type _____

Car rental agency: _____ Car type _____
Car service agency: _____
Check one: personal ☐ or business ☐

Destination #4 Trip ID/Client ID _____

Flight 1: Carrier _____ Flight Number _____ City _____ or Airport _____
Flight 2: Carrier _____ Flight Number _____ City _____ or Airport _____

Hotel _____ Room type _____

Car rental agency: _____ Car type _____
Car service agency: _____
Check one: personal ☐ or business ☐

FIG. 8

100	SYSTEM	Welcome to [Travel Inventory Access System]. Please press or say your access code.
102	USER	555-999-XXXX
104	SYSTEM	Thank you. Please press or say your password.
106	USER	********
108	SYSTEM	Thank you. In order for us to service you quicker in the future, you can say, "Main Menu," to start from the beginning and by-pass this message. Please listen carefully to the following options: if you know the answer to a question, say it at anytime; to repeat something, say, "Repeat." If you are having problems with one of your options, say "Start over." Here are your options: to find scheduled and estimated times of arriving and departing flights, gate and terminal information, please say "Information." To find and reserve a seat on an available flight, say "Schedule." To reserve a seat on a specific flight say, "Reserve." To be notified and advised about a flight status, say "Watch." To hear an existing itinerary say, "Itinerary." To reconfirm a flight say, "reconfirm." To cancel an existing itinerary say, "cancel." To modify an existing itinerary say, "modify." What would you like to do?"

FIG. 9

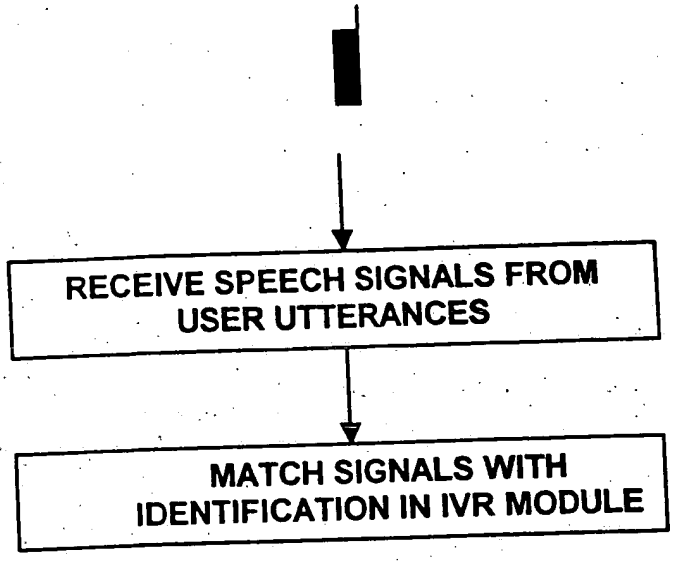
RECEIVE SPEECH SIGNALS FROM USER UTTERANCES
MATCH SIGNALS WITH IDENTIFICATION IN IVR MODULE

FIG. 10a

100	SYSTEM	Welcome to [Travel Inventory Access System]. Please press or say your access code
102	USER	555-999-XXXX
104	SYSTEM	Thank you. Press or say your password
106	USER	**********
108	SYSTEM	Thank you. In order for us to service you quicker in the future you can say, "Main Menu," to start from the beginning and by-pass this message. Please listen carefully to the following options: if you know the answer to a question, say it at anytime; to repeat something, say, "Repeat." If you are having problems with one of your options, say "Start over." Here are your options: to find scheduled and estimated times of arriving and departing flights, gate and terminal information, please say "Information." To find and reserve a seat on an available flight, say "Schedule." To reserve a seat on a specific flight say, "Reserve." To be notified and advised about a flight status, say "Watch." To hear an existing itinerary say, "Itinerary." To reconfirm a flight say, "reconfirm." To cancel an existing itinerary, say, "cancel." To modify an existing itinerary, say "modify." What would you like to do?
110	USER	Schedule.
112	SYSTEM	If you have a preferred carrier, tell me otherwise say, "no"?
114	USER	No.
116	SYSTEM	What is the departing city or airport?
118	USER	Tampa
120	SYTEM	What is the arriving city or airport?
122	USER	Chicago
124	SYSTEM	About what time do you want to leave?
126	USER	8 A.M.
128	SYSTEM	What is the month and day of your departure?
130	USER	September 6.
132	SYSTEM	Let me make sure I have the correct information. You are looking for a flight from Tampa to Chicago at 8 A. M. on September 6, 2001. Is this correct?
134	USER	Yes.
136	SYSTEM	Let me get that information for you. (music) There are 3 flights that match your itinerary. United Airlines, flight 2412 departs Tampa at 7:30 AM, on September 6, arriving in Chicago O'Hare at 10:30 AM, on September 6. If you would like to reserve this seat, say 'reserve' or 'next' to hear the next available flight.
138	USER	Next.

FIG. 10b

140	SYSTEM	American Airlines, flight 24 departs Tampa at 8:30 AM, on September 6, arriving in Chicago O'Hare at 11 :25 AM, ob September 6. If you would like to reserve this seat, say 'reserve' or 'next' to hear the next available flight.
142	USER	Reserve
144	SYSTEM	Would you like to another flight for this itinerary?
146	USER	Yes.
148	SYSTEM	[Steps 122-150 are repeated]. Would you like another flight for this itinerary?
150	USER	No.
152	SYSTEM	If you would like the fare for your itinerary for you, say "fare," otherwise say "reserve" to reserve this itinerary.
154	USER	Yes.
156	SYSTEM	Let me get that fare for you. The price of this itinerary is $1120.00. Fares include taxes and surcharges. To reserve this itinerary, say "reserve," otherwise say, "Main Menu," to start from the beginning.
158	USER	Reserve
160	SYSTEM	The flight from Tampa to Chicago O'Hare and your flight from Chicago O'Hare to Tampa has been reserved. Your confirmation number is CZHMJS. Would you like to be transferred to your travel agent?
162	USER	No.
164	SYSTEM	Please go to the ticket counter to purchase this ticket or to receive a boarding pass or to otherwise exchange this ticket. Please have government issued ill and check monitors for updated gate information or call [Inventory Access] Service. Thank you for using [Travel Inventory Access System]. To go back to the main menu, say "Main Menu." To exit, say, "Good-bye."
166	USER	Good-bye
168	SYSTEM	Good-bye

FIG. 11

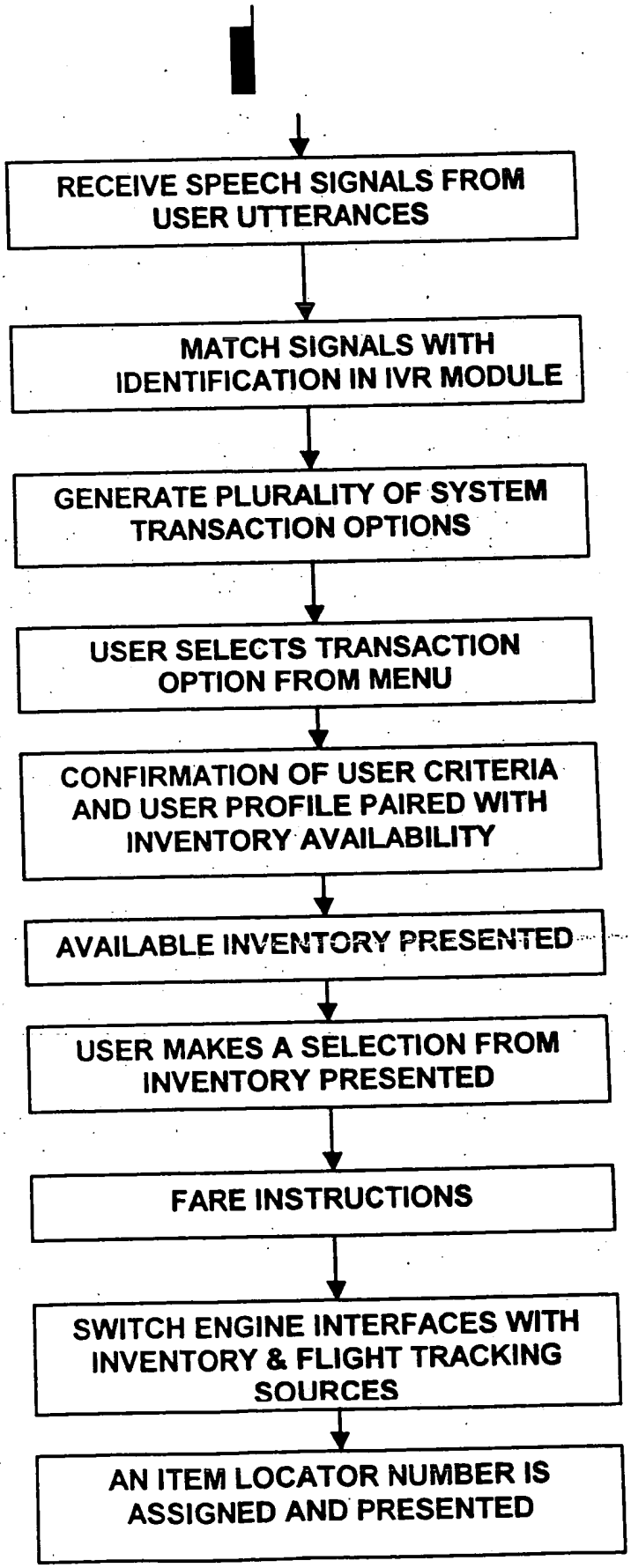
RECEIVE SPEECH SIGNALS FROM USER UTTERANCES
MATCH SIGNALS WITH IDENTIFICATION IN IVR MODULE
GENERATE PLURALITY OF SYSTEM TRANSACTION OPTIONS
USER SELECTS TRANSACTION OPTION FROM MENU
CONFIRMATION OF USER CRITERIA AND USER PROFILE PAIRED WITH INVENTORY AVAILABILITY
AVAILABLE INVENTORY PRESENTED
USER MAKES A SELECTION FROM INVENTORY PRESENTED
FARE INSTRUCTIONS
SWITCH ENGINE INTERFACES WITH INVENTORY & FLIGHT TRACKING SOURCES
AN ITEM LOCATOR NUMBER IS ASSIGNED AND PRESENTED

FIG. 12

100	SYSTEM	Welcome to [Travel Inventory Access System]. Please press or say your access code now.
102	USER	555-999-XXXX
104	SYSTEM	Thank you. Please press or say your password
106	USER	**********
108	SYSTEM	.....what would you like to do?"
170	USER	Trip
172	SYSTEM	If you know the trip city or airport you would like to reserve, say so, otherwise say, "no" and we will find it?
174	USER	New York
176	SYSTEM	What is the day of departure?
178	USER	October 15
180	SYSTEM	What is the date of return?
182	USER	October 29
184	SYSTEM	Let me make sure I have the correct information. You are looking for a trip itinerary departing on October 15 and returning October 29. Is this correct?
186	USER	Yes
188	SYSTEM	Let me get that information for you. (Music) There is 1 trip that matches your itinerary. American Airlines, flight 116 is estimated to depart at Los Angels at 8:00 AM, on October 15, arriving New York JFK at 3PM on October 15. Check –in at _____ Hotel is scheduled for October 15, checking –out on October 29. picking-up _____rental car on October 15 and dropping off at JFK on October 29. American Airlines, flight 1212, from JFK at 3 PM on October 29 is scheduled to arrive Los Angeles at 7 PM on October 29. Is this the correct travel itinerary you were looking for?
190	USER	Yes
192	SYSTEM	Let me reserve this trip for you. Your New York Trip Itinerary has been reserved. Your confirmation number is B-Bravo-B-Bravo-H Hotel-Mike M-I-India. Your confirmation number is B-Bravo-B-Bravo-H Hotel-Mike M-I-India. Please check monitors for up dated gate information Please be sure to have all your confirmation numbers with you. Thank you for using the Travel Inventory Access System. To go back to the main menu, say "Main Menu." To exit, say, "Good-bye."
194	USER	Good-bye
196	SYSTEM	Good-bye

FIG. 13

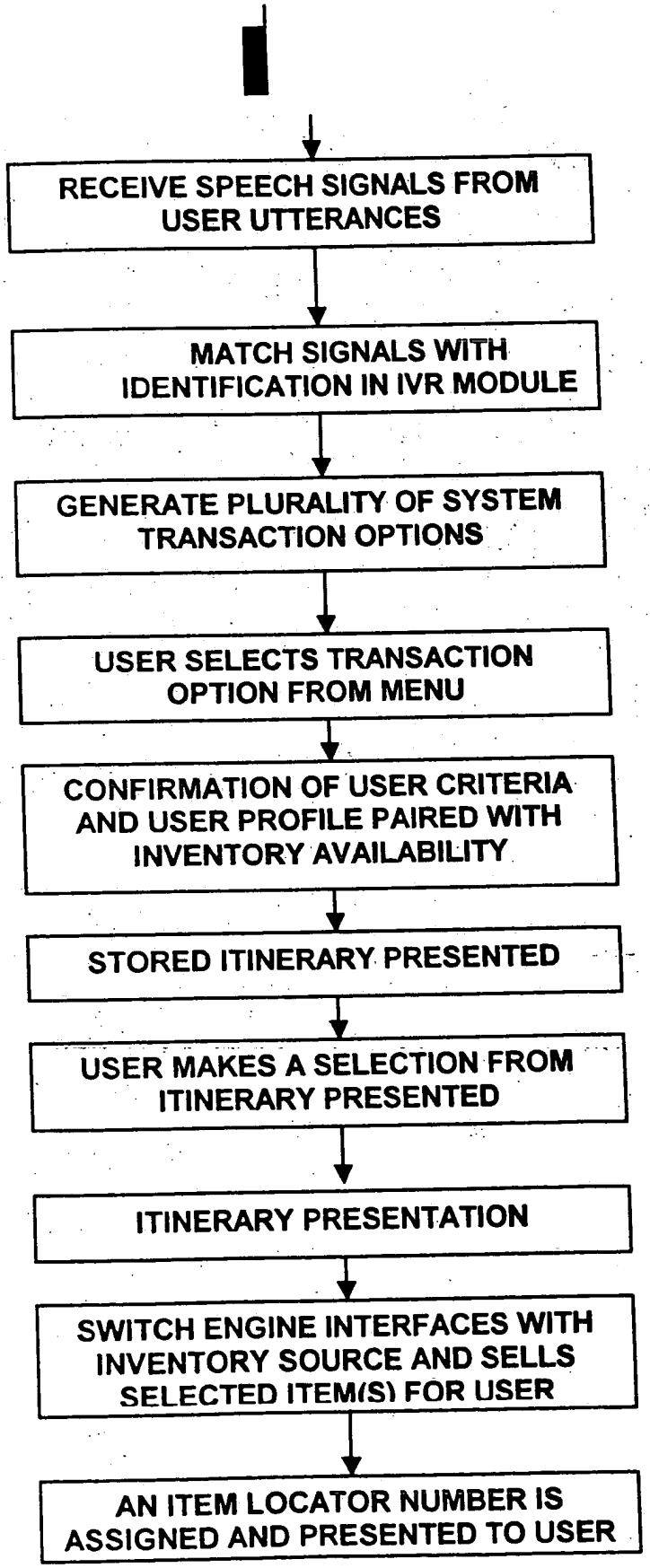
RECEIVE SPEECH SIGNALS FROM USER UTTERANCES
MATCH SIGNALS WITH IDENTIFICATION IN IVR MODULE
GENERATE PLURALITY OF SYSTEM TRANSACTION OPTIONS
USER SELECTS TRANSACTION OPTION FROM MENU
CONFIRMATION OF USER CRITERIA AND USER PROFILE PAIRED WITH INVENTORY AVAILABILITY
STORED ITINERARY PRESENTED
USER MAKES A SELECTION FROM ITINERARY PRESENTED
ITINERARY PRESENTATION
SWITCH ENGINE INTERFACES WITH INVENTORY SOURCE AND SELLS SELECTED ITEM(S) FOR USER
AN ITEM LOCATOR NUMBER IS ASSIGNED AND PRESENTED TO USER

FIG. 14

100	SYSTEM	Welcome to [travel Inventory management system]. Please press or say your access code.
102	USER	555-999-XXXX
104	SYSTEM	Thank you. Please press or say your password
106	USER	**********
108	SYSTEM	.....what would you like to do?"
200	USER	Itinerary
202	SYSTEM	What is the airline carrier?
204	USER	Continental
206	SYSTEM	What is the flight number? If you have more than one flight segment in this itinerary, please give me the first flight information.
208	USER	45
210	SYSTEM	What is the departing city or airport?
212	USER	Atlanta
214	SYSTEM	What is the month and day of departure?
216	SYSTEM	September 15
218	SYSTEM	Let me make sure I have the correct information. You want to hear your itinerary for Continental Flight 45 departing from Atlanta on September 15. Is this correct?
220	USER	Yes
222	SYSTEM	Let me get that information for you. (Music) There is 1 Itinerary that matches your request. Your PNR Locator is C-Charlie H-Hotel I-India H-Hotel M-Mike.There are 2 flights in this itinerary. The flights in your itinerary are as follows Continental flight 45 is estimated to depart Atlanta at 8:00 AM, on September 15, arriving Chicago O'Hare at 11 AM on September 15th. To repeat this flight, say, "repeat," otherwise to hear the next flight in your itinerary, say, "Next."
224	USER	Next
226	SYSTEM	Continental Airlines flight 1212 is estimated to depart Chicago O'Hare at 3 PM on September 18, arriving in Atlanta at 1 PM on September 18th. To repeat this flight, say, "repeat." Thank you for using the Travel Inventory Management System. To go back to the main menu say, "Main Menu. " To exit, say, Good-bye.
228	USER	Good-bye
230	SYSTEM	Good-bye

FIG. 15

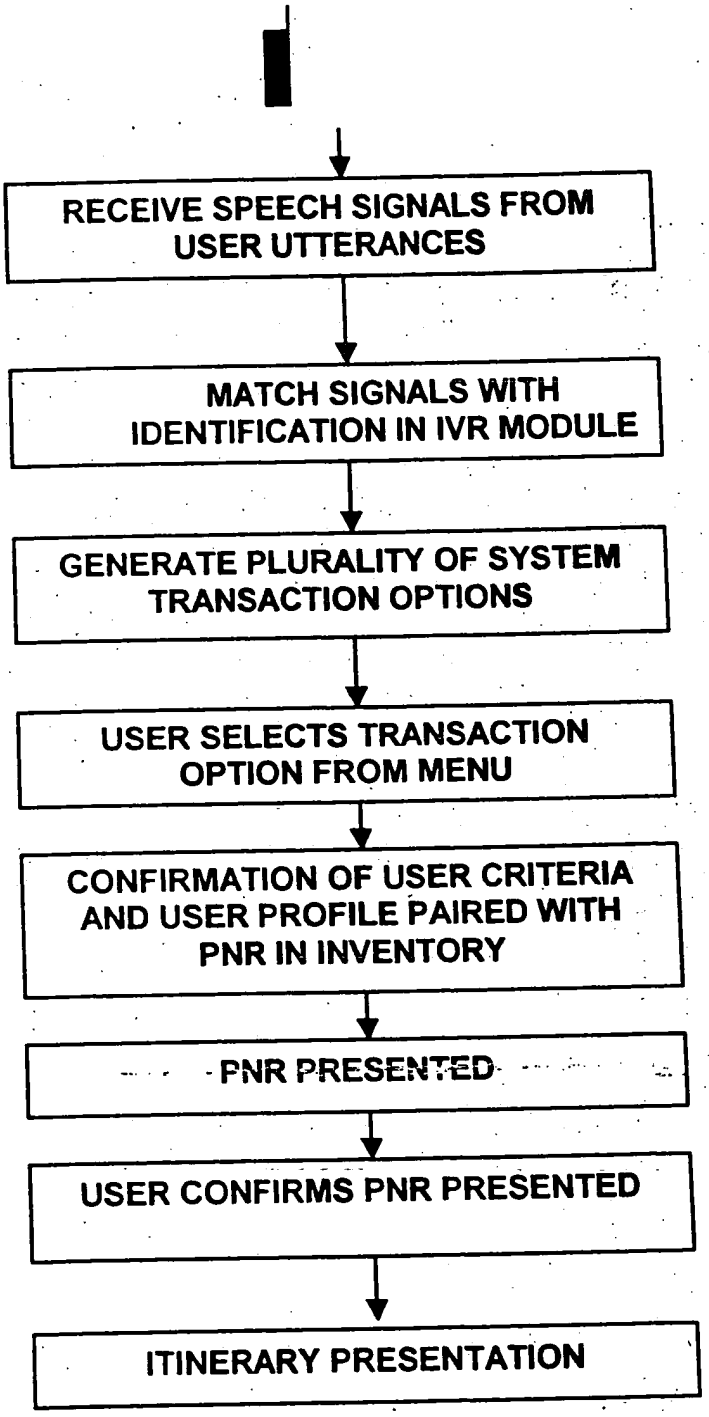
RECEIVE SPEECH SIGNALS FROM USER UTTERANCES
MATCH SIGNALS WITH IDENTIFICATION IN IVR MODULE
GENERATE PLURALITY OF SYSTEM TRANSACTION OPTIONS
USER SELECTS TRANSACTION OPTION FROM MENU
CONFIRMATION OF USER CRITERIA AND USER PROFILE PAIRED WITH PNR IN INVENTORY
PNR PRESENTED
USER CONFIRMS PNR PRESENTED
ITINERARY PRESENTATION

FIG. 16

100	SYSTEM	Welcome to [Travel Inventory Access System]. Please press or say your access code
102	USER	555-999-XXXX
104	SYSTEM	Thank you. Press or say your password
106	USER	**********
108	SYSTEM	Thank you. In order for us to service you quicker in the future you can say, "Main Menu," to start from the beginning and by-pass this message. Please listen carefully to the following options: If you know the answer to a question, say it at anytime; to repeat something, say, "Repeat." If you are having problems with one of your options, say "Start over." Here are your options: to find scheduled and estimated times of arriving and departing flights, gate and terminal information, please say "Information." To find and reserve a seat on an available flight, say "Schedule." To reserve a seat on a specific flight say, "Reserve." To be notified and advised about a flight status, say "Watch." To hear an existing itinerary say, "Itinerary." To reconfirm a flight say, "reconfirm." To cancel an existing itinerary, say, "cancel." To modify an existing itinerary, say "modify." What would you like to do?
300	USER	Cancel
302	SYSTEM	What is the airline carrier of the flight you want to cancel?
304	USER	Continental
306	SYSTEM	What is the flight number? If you have more than one flight in this itinerary, Please give me the first flight information.
308	USER	112
310	SYTEM	What is the departing city or airport?
312	USER	Newark
314	SYSTEM	What is the month and day of your departure?
316	USER	March 5
318	SYSTEM	Let me make sure I have the correct information. You are looking to cancel your PNR with a Continental flight 112 departing from Newark on March 5. Is this correct?
320	USER	Yes.
322	SYSTEM	Let me get that information for you. (music) There is one itinerary that matches your request. There is 1 flight on this itinerary. Continental 112 departs Newark at 3:30 AM on March 5, arriving in Chicago O'Hare at 10:30 AM, on March 5. Your PNR Locator is B-Bravo-B-Bravo-C Charlie-H-Hotel-H Hotel- I India. If you are certain you want to cancel this PNR, say cancel otherwise say, "Main Menu" to go back the main menu for other options. Modifications to this itinerary or new reservations may be subject to price changes and penalties. Canceled PNRs cannot be re-issued.
324	USER	Cancel
326	SYSTEM	PNR Locator B-B-C-H-H-I has been cancelled. Thank you for using the Travel Inventory Management System. To go back to the main menu, say "Main Menu." To exit, say, "Good-bye."
328	USER	Good-bye
330	SYSTEM	Good-bye

FIG. 17

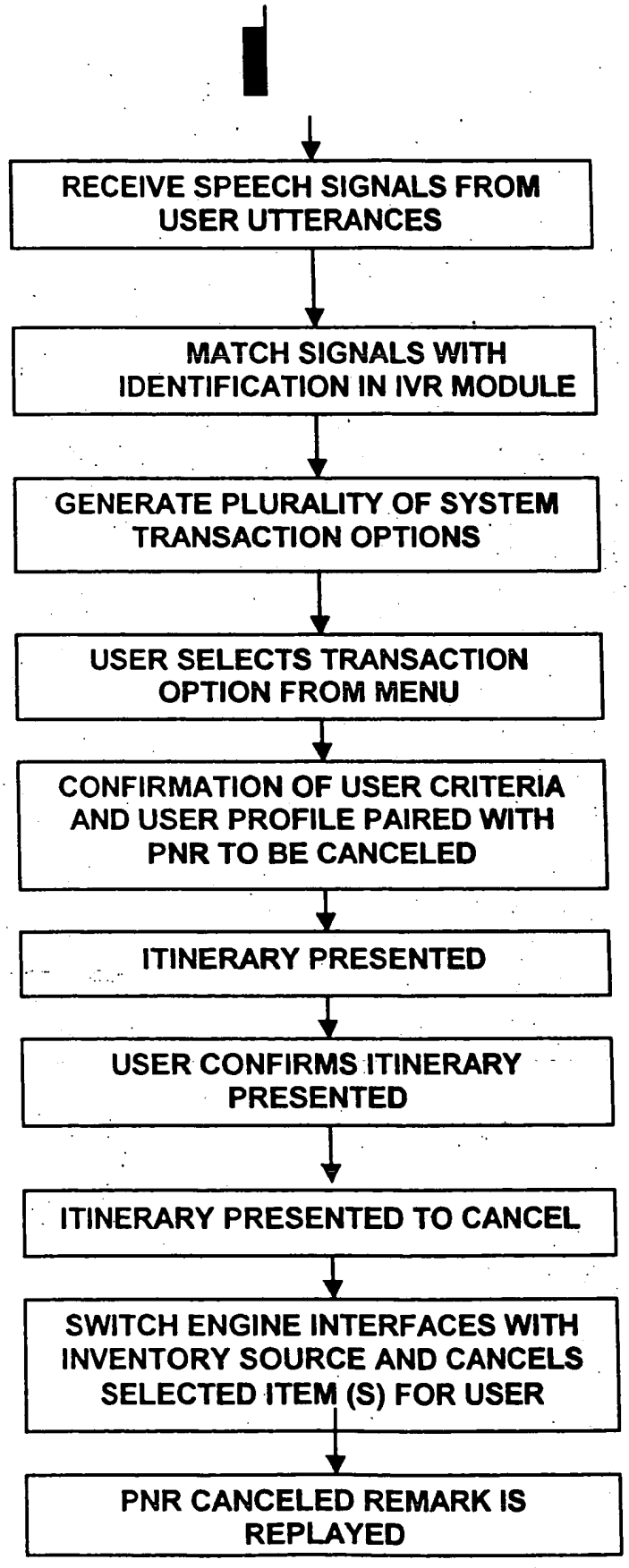
RECEIVE SPEECH SIGNALS FROM USER UTTERANCES
MATCH SIGNALS WITH IDENTIFICATION IN IVR MODULE
GENERATE PLURALITY OF SYSTEM TRANSACTION OPTIONS
USER SELECTS TRANSACTION OPTION FROM MENU
CONFIRMATION OF USER CRITERIA AND USER PROFILE PAIRED WITH PNR TO BE CANCELED
ITINERARY PRESENTED
USER CONFIRMS ITINERARY PRESENTED
ITINERARY PRESENTED TO CANCEL
SWITCH ENGINE INTERFACES WITH INVENTORY SOURCE AND CANCELS SELECTED ITEM (S) FOR USER
PNR CANCELED REMARK IS REPLAYED

FIG. 18a

100	SYSTEM	Welcome to [Travel Inventory Access System]. Please press or say your access code
102	USER	555-999-XXXX
104	SYSTEM	Thank you. Press or say your password
106	USER	**********
108	SYSTEM	What would you like to do?
400	USER	Modify
402	SYSTEM	What is the airline carrier?
404	USER	Continental
406	SYSTEM	What is the flight number? If you have more than one flight segment in this itinerary, please give me the first flight information.
408	USER	1212
410	SYSTEM	What is the departing city or airport?
412	USER	Denver
414	SYSTEM	What is the month and day of departure?
416	SYSTEM	December 21
418	SYSTEM	Let me make sure I have the correct information. You want to modify your itinerary for Continental Flight 1212 departing from Denver on December 21 Is this correct?
420	USER	Yes
422	SYSTEM	Let me get that information for you. (Music) There is 1 Itinerary that matches your request. There is one flight in this itinerary. Continental Flight 1212 is scheduled to depart 4 A. M. from Denver on December 21 arriving in Newark at 3 P.M. on December 21. Your PNR Locator is B-Bravo B-Bravo M-Mike H-Hotel H-Hotel I-India. What would you like to modify? The departing city; the arriving city; the departing date; the airline carrier or the entire segment or the entire itinerary?
424	USER	Entire itinerary
426	SYSTEM	If you have a preferred carrier, tell me otherwise say, "no"?
428	USER	American
430	SYSTEM	What is the departing city or airport?
432	USER	Denver
434	SYTEM	What is the arriving city or airport?
436	USER	LaGuardia
438	SYSTEM	About what time do you want to leave?
440	USER	4 A.M.
442	SYSTEM	What is the month and day of your departure?
444	USER	December 23
446	SYSTEM	Let me make sure I have the correct information. You are looking for American flight from Denver to New York LaGuardia at 4 A. M. on December 23. Is this correct?
448	USER	Yes.

FIG. 18b

450	SYSTEM	Let me get that information for you. (music) There are 3 flights that match your itinerary. American Airlines flight 2412 departs Denver at 7:30 AM, on December 23, arriving in New York LaGuardia at 3 P.M., on December 23. If you would like to reserve this seat, say 'reserve' or 'next' to hear the next available flight.
452	USER	Reserve.
454	SYSTEM	Would you like to another flight for this itinerary?
456	USER	No
458	SYSTEM	If you would like the fare for your itinerary for you, say "fare," otherwise say "reserve" to reserve this itinerary.
460	USER	Reserve
462	SYSTEM	The flight from Denver to New York LaGuardia has been reserved. Your PNR locator is the same. Your PNR locator is B-Bravo B-Bravo M-Mike H-Hotel H-Hotel I-India. You are now being transfer to your travel provider to complete the modification of this Itinerary. Thank you for using [Travel Inventory Access System]. You are now being transferred to your travel provider.
464	[AGENT]	Press [*] when you have received User ID, Password, PNR with new reservation remarks.
466	[AGENT TO USER] Hello, you want to modify the reservations....	

FIG. 19a

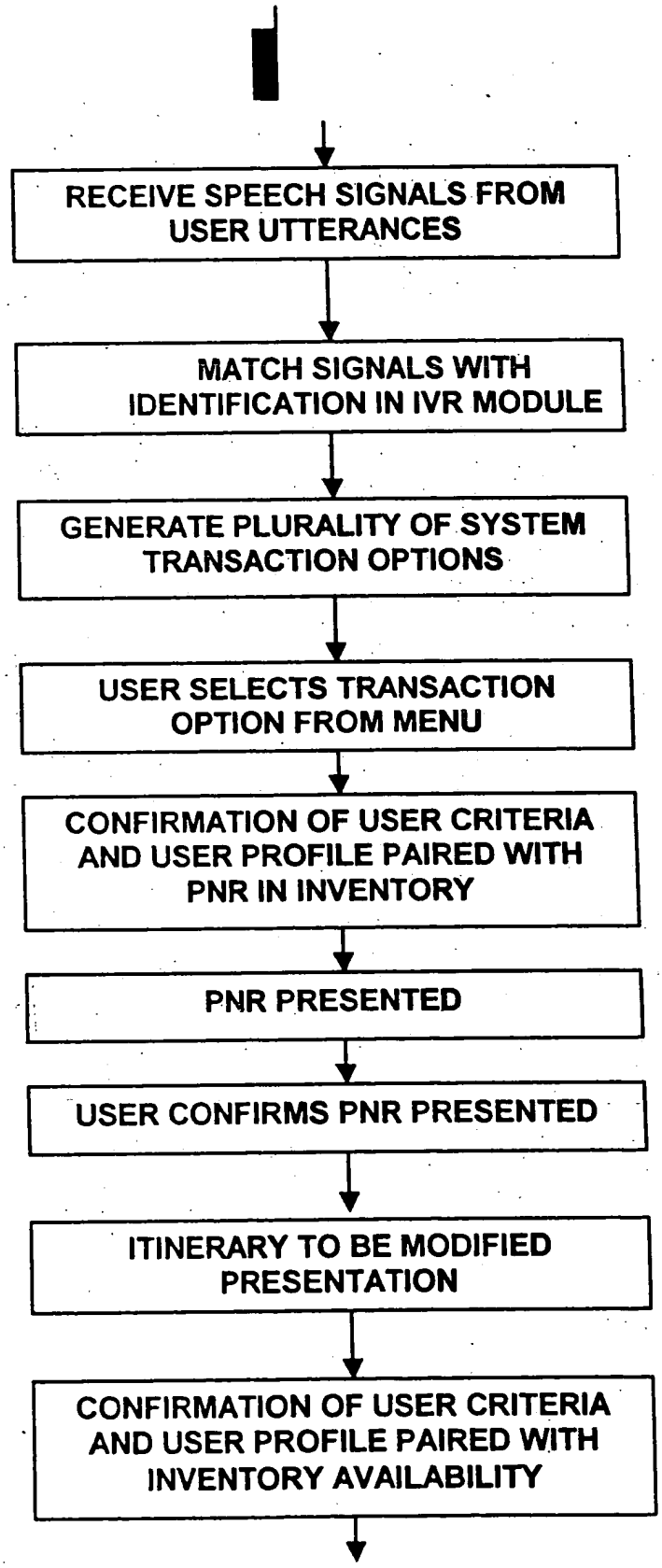
RECEIVE SPEECH SIGNALS FROM USER UTTERANCES
MATCH SIGNALS WITH IDENTIFICATION IN IVR MODULE
GENERATE PLURALITY OF SYSTEM TRANSACTION OPTIONS
USER SELECTS TRANSACTION OPTION FROM MENU
CONFIRMATION OF USER CRITERIA AND USER PROFILE PAIRED WITH PNR IN INVENTORY
PNR PRESENTED
USER CONFIRMS PNR PRESENTED
ITINERARY TO BE MODIFIED PRESENTATION
CONFIRMATION OF USER CRITERIA AND USER PROFILE PAIRED WITH INVENTORY AVAILABILITY

FIG. 19 b

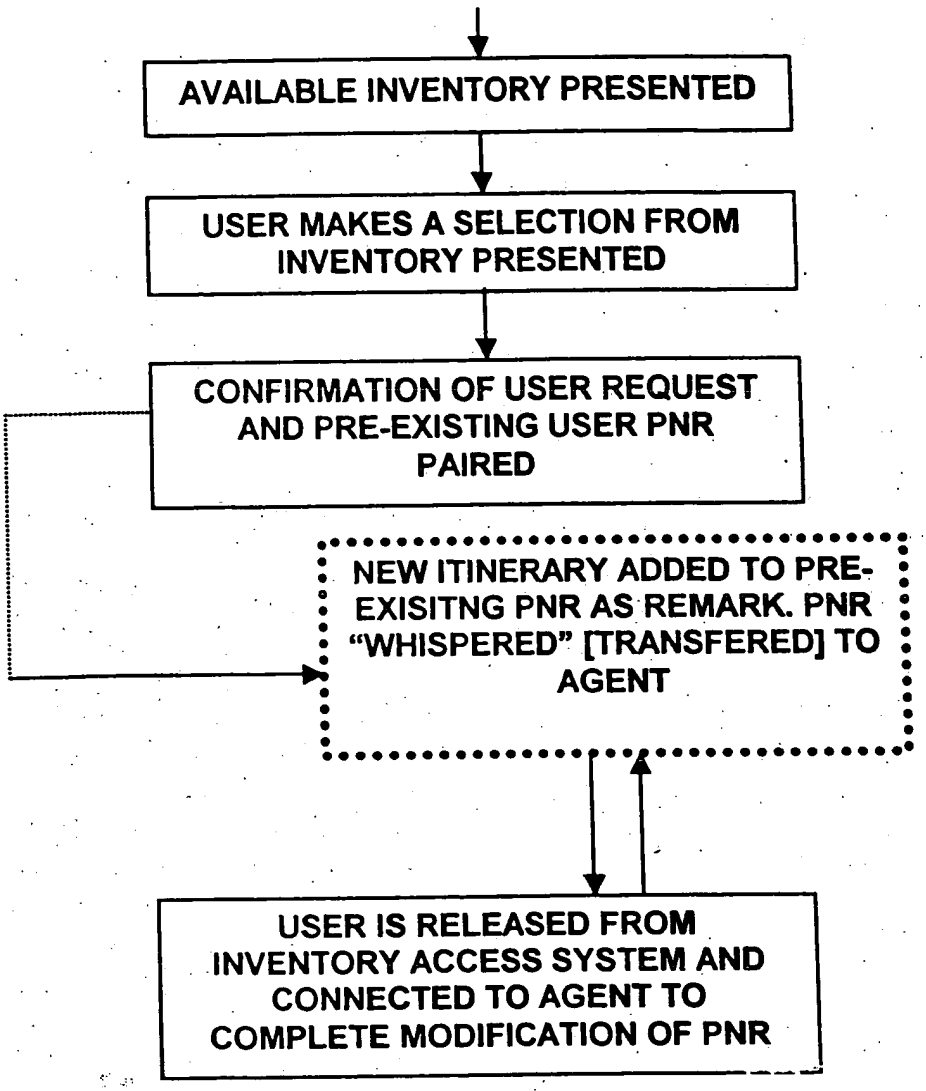
AVAILABLE INVENTORY PRESENTED
USER MAKES A SELECTION FROM INVENTORY PRESENTED
CONFIRMATION OF USER REQUEST AND PRE-EXISTING USER PNR PAIRED
NEW ITINERARY ADDED TO PRE-EXISITNG PNR AS REMARK. PNR "WHISPERED" [TRANSFERED] TO AGENT
USER IS RELEASED FROM INVENTORY ACCESS SYSTEM AND CONNECTED TO AGENT TO COMPLETE MODIFICATION OF PNR

FIG. 20

100	SYSTEM	Welcome to [Travel Inventory Access System]. Please press or say your access code
102	USER	555-999-XXXX
104	SYSTEM	Thank you. Press or say your password
106	USER	**********
108	SYSTEM	Thank you..... What would you like to do?
500	USER	WATCH
502	SYSTEM	Would you like departure or arrival information?
504	USER	Departure
506	SYSTEM	What is the airline carrier?
508	USER	American
510	SYTEM	What is the flight number?
512	USER	3
514	SYSTEM	What is the departing city or airport?
516	USER	Los Angeles
518	SYSTEM	Is this for today, September 13th?
520	USER	Yes
522	SYSTEM	Let me make sure I have the correct information. You want to watch American Airlines Flight 3 departing Los Angeles on September 13. Is this correct?
524	USER	Yes.
526	SYSTEM	The number we have for notifications and alerts is 555-555-5555. The number we have for notifications and alerts is 555-555-5555. Is this the number you want to use?
528	USER	Yes.
530	SYSTEM	Do you want to notify someone on your list?
532	USER	Yes
534	SYSTEM	Contact Number 153-555-5555. Would you like this number to be contacted in case of alerts or changes to this flight?
536	USER	Yes.
538	SYSTEM	Contact Number 333-333-3333. Would you like this number to be contacted in cases of alerts or changes in this flight?
540	USER	Yes
542	SYSTEM	There are no more contacts numbers in your profile. Would you like to contact another number about alerts or changes to this flight?
544	USER	Yes
546	SYSTEM	Please say or press the number you would like to contact beginning with the area code.
548	USER	555-153-6666
550	SYSTEM	Let me make sure I have the correct information. You want to watch American Flight 3 estimated to depart from Los Angeles at 9 AM, terminal 5, gate 36 on September 13. Notifications will be sent four hours prior to departing flight. Thank you for using the [Travel Inventory Access System]. To go back to the main menu, say "Main Menu." To exit, say, "Good-bye."
552	USER	Good-bye
554	SYSTEM	Good-bye

FIG. 21

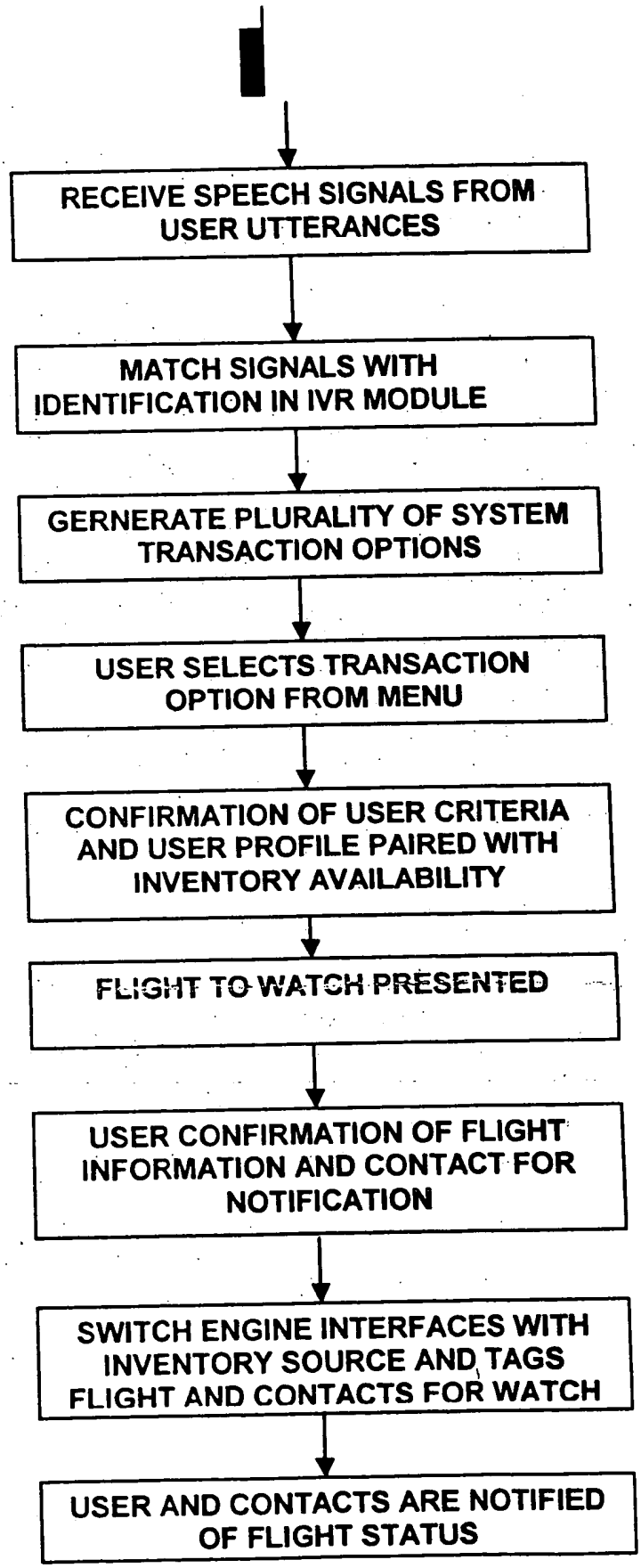
RECEIVE SPEECH SIGNALS FROM USER UTTERANCES
MATCH SIGNALS WITH IDENTIFICATION IN IVR MODULE
GERNERATE PLURALITY OF SYSTEM TRANSACTION OPTIONS
USER SELECTS TRANSACTION OPTION FROM MENU
CONFIRMATION OF USER CRITERIA AND USER PROFILE PAIRED WITH INVENTORY AVAILABILITY
FLIGHT TO WATCH PRESENTED
USER CONFIRMATION OF FLIGHT INFORMATION AND CONTACT FOR NOTIFICATION
SWITCH ENGINE INTERFACES WITH INVENTORY SOURCE AND TAGS FLIGHT AND CONTACTS FOR WATCH
USER AND CONTACTS ARE NOTIFIED OF FLIGHT STATUS

FIG. 22

556	SYSTEM	This is [Travel Inventory Access System] notification service. American Flight 1212 departing Denver at 8 A. M., gate 5, terminal 63 on December 15th has been canceled. You have been reserved on American flight number 3 departing Denver at 11:00 A.M., gate 5, terminal 98 on December 15. Please check monitors for update gate information or call [Travel Inventory Access System]. Please bring your itinerary or E-Ticket and ID with you to pass security.

FIG. 23

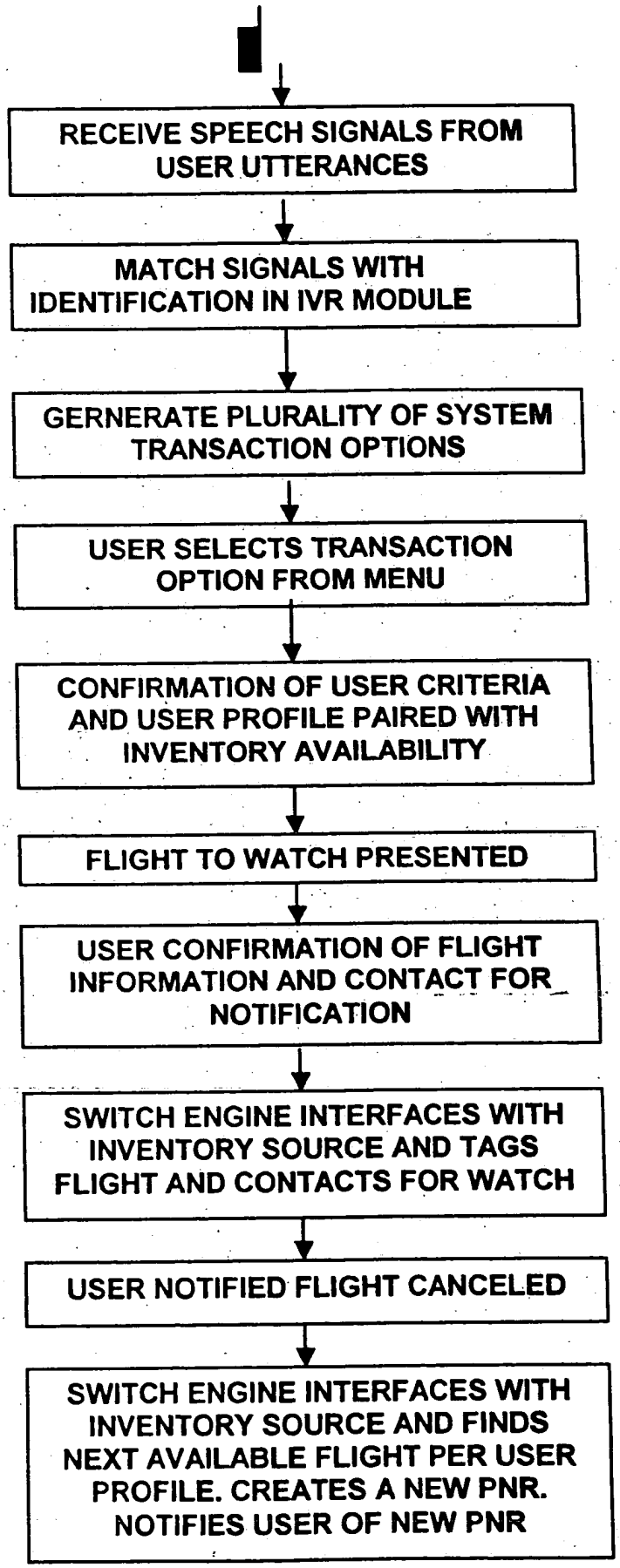
RECEIVE SPEECH SIGNALS FROM USER UTTERANCES
MATCH SIGNALS WITH IDENTIFICATION IN IVR MODULE
GERNERATE PLURALITY OF SYSTEM TRANSACTION OPTIONS
USER SELECTS TRANSACTION OPTION FROM MENU
CONFIRMATION OF USER CRITERIA AND USER PROFILE PAIRED WITH INVENTORY AVAILABILITY
FLIGHT TO WATCH PRESENTED
USER CONFIRMATION OF FLIGHT INFORMATION AND CONTACT FOR NOTIFICATION
SWITCH ENGINE INTERFACES WITH INVENTORY SOURCE AND TAGS FLIGHT AND CONTACTS FOR WATCH
USER NOTIFIED FLIGHT CANCELED
SWITCH ENGINE INTERFACES WITH INVENTORY SOURCE AND FINDS NEXT AVAILABLE FLIGHT PER USER PROFILE. CREATES A NEW PNR. NOTIFIES USER OF NEW PNR

FIG. 24

100	SYSTEM	Welcome to [travel Inventory management system]. Please press or say your access code.
102	USER	555-999-XXXX
104	SYSTEM	Thank you. Please press or say your password
106	USER	**********
108	SYSTEM	what would you like to do?"
600	USER	Information
602	SYSTEM	Do you want departure or arrival information?
604	USER	Departure
606	SYSTEM	What is the airline carrier?
608	USER	United
610	SYSTEM	If you know the flight number, tell me the number, otherwise say no?
612	USER	116
614	SYSTEM	What is the departing city or airport?
616	USER	Los Angeles
618	SYSTEM	Is this for today, July 17?
620	USER	Yes
622	SYSTEM	Let me make sure I have the correct information. You are looking for departing information for United flight 116 from Los Angeles on July 17, Is this correct?
624	USER	Yes
626	SYSTEM	Let me get that information for you. (Music) There is 1 flight that matches your itinerary. United Airlines, flight 116 is estimated to depart Los Angeles at 8:00 AM, terminal 4, gate 30 on July 17, Is this the flight information you were looking for?
628	USER	Yes
630	SYSTEM	Please check monitors or call back [Travel Inventory ~~Management~~ System] for updated gate information. Thank you for using the Travel Inventory ~~Management~~ System. Please say, "Main Menu," to return to the main menu. Say, "Good-bye" to exit.
632	USER	Good-bye
634	SYSTEM	Good-bye

Access

Access

FIG. 25

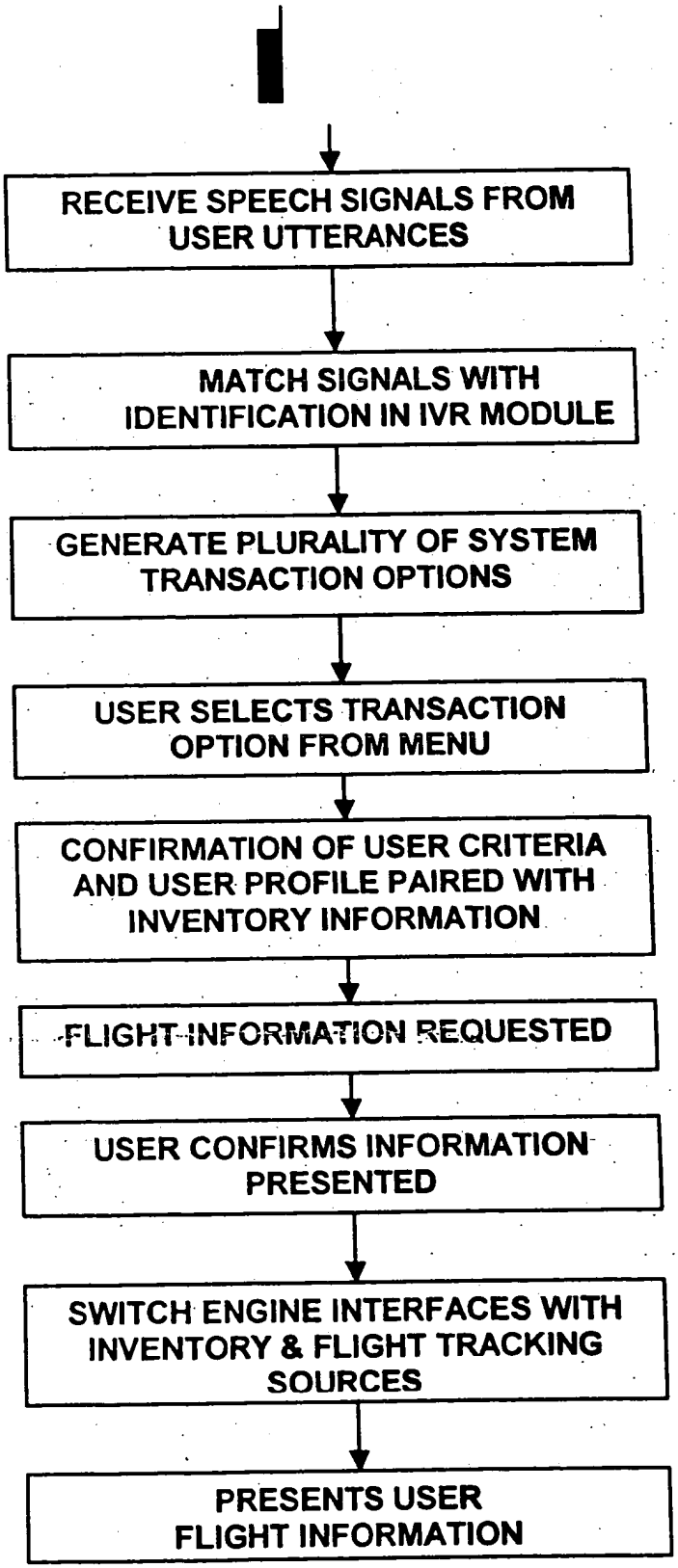
RECEIVE SPEECH SIGNALS FROM USER UTTERANCES
MATCH SIGNALS WITH IDENTIFICATION IN IVR MODULE
GENERATE PLURALITY OF SYSTEM TRANSACTION OPTIONS
USER SELECTS TRANSACTION OPTION FROM MENU
CONFIRMATION OF USER CRITERIA AND USER PROFILE PAIRED WITH INVENTORY INFORMATION
FLIGHT INFORMATION REQUESTED
USER CONFIRMS INFORMATION PRESENTED
SWITCH ENGINE INTERFACES WITH INVENTORY & FLIGHT TRACKING SOURCES
PRESENTS USER FLIGHT INFORMATION

FIG. 26

100	SYSTEM	Welcome to [Travel Inventory Access System]. Please press or say your access code
102	USER	555-999-xxxx
104	SYSTEM	Thank you. Please press or say your password
106	USER	xxxxxxxx
108	SYSTEM	.....What would you like to do?
700	USER	Agent
702	SYSTEM	You are now being transferred to your travel provider. Thank you for using [Travel Inventory Access System.] music playing
704	SYSTEM	[Travel Inventory Access System] dialing USER's travel Provider [**58**]
706	SYSTEM [TO AGENT]	USER ID 555-999-xxxxx is on the phone. Password number is xxxxxxx. PNR locator [if any] is: M mike-B bravo-W whiskey-U uniform-H hotel-H hotel. [Message continues to repeat until [*] key is pressed]. Please press [*] on your phone key pad when you are ready with passenger's PNR or Profile
708	AGENT	presses [*]. Hello, USER. What can I help you with today?

FIG. 27

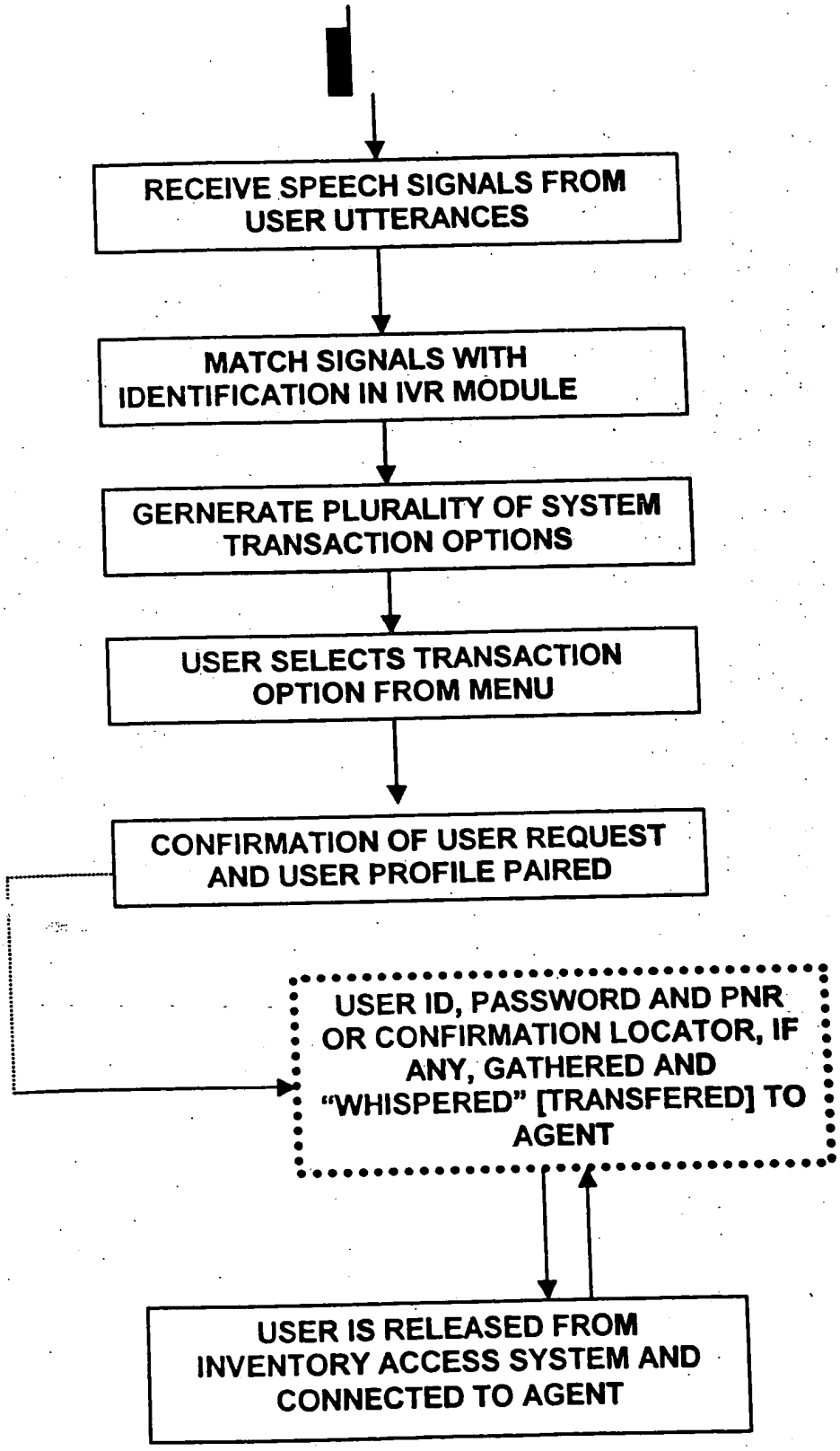
RECEIVE SPEECH SIGNALS FROM USER UTTERANCES
MATCH SIGNALS WITH IDENTIFICATION IN IVR MODULE
GERNERATE PLURALITY OF SYSTEM TRANSACTION OPTIONS
USER SELECTS TRANSACTION OPTION FROM MENU
CONFIRMATION OF USER REQUEST AND USER PROFILE PAIRED
USER ID, PASSWORD AND PNR OR CONFIRMATION LOCATOR, IF ANY, GATHERED AND "WHISPERED" [TRANSFERED] TO AGENT
USER IS RELEASED FROM INVENTORY ACCESS SYSTEM AND CONNECTED TO AGENT

FIG. 28 a

800	SYSTEM	This is [Travel Inventory Access System] 72-hour notification service to remind you that id you need to make changes to your Itinerary, please call [Travel Inventory Access System] or your travel provider now. After this period, any changes or modifications to your itinerary may result in prices changes and penalties.

FIG. 28b

900_____Outbound Message #1 Invalid Credit Card

Hello. This is [Travel Inventory Access System] Automated Profile and Notification Service. Please listen carefully to the following message.

There is an invalid credit card number in your reservation. Your record locator is RRRRRR.

cannot process your reservation without a valid credit card.

To update your Profile Information, please call the automated telephone service at xxx-xxx-xxxx using the following reference number yyy-yyy-yyy.

To repeat this message, press the star-sign on the telephone keypad.

You may also log on to .com to update your User Profile. If you would like to speak travel agent, please call zzz-zzz-zzzz for service.

Thank you for using [Travel Inventory Access System].

902 _____Outbound Message #2 Invalid Expiration Date on Credit Card

Hello. This is [Travel Inventory Access System] Automated Profile and Notification Service. Please listen carefully to the following message.

There is an invalid expiration date on the credit card in your reservation. Your record locator is RRRRRR.

cannot process your reservation without a valid expiration date on the credit card.

To update your Profile Information, please call [Travel Inventory Access System] automated telephone service at xxx-xxx-xxxx using the following reference number yyy-yyy-yyy.

To repeat this message, press the star-sign on the telephone keypad.

You may also log on to .com to update your User Profile. If you would like to speak travel agent, please call zzz-zzz-zzzz for service.

Thank you for using [Travel Inventory Access System].

FIG. 28c

904 Outbound Message #3: No Email Address

Hello. This is [Travel Inventory Access System] Automated Profile and Notification Service. Please listen carefully to the following message.

There is no email address in your reservation. Your record locator is RRRRRR.

cannot process your reservation without a valid email address

To update your Profile Information, log on to .com to update your User Profile.

If you would like to speak travel agent, please call zzz-zzz-zzzz for service.

To repeat this message, press the star-sign on the telephone keypad.

Thank you for using [Travel Inventory Access System].

906 Outbound Message #4: No Hotel Rate

Hello. This is [Travel Inventory Access System] Automated Profile and Notification Service. Please listen carefully to the following message.

I am sorry, the Hotel you requested through .com is currently not available at the rate you selected. Please log on to .com to select an alternative hotel or an alternative room rate.

If you would like to speak travel agent, please call zzz-zzz-zzzz for service.

To repeat this message, press the star-sign on the telephone keypad.

Thank you for using [Travel Inventory Access System].

FIG. 29a

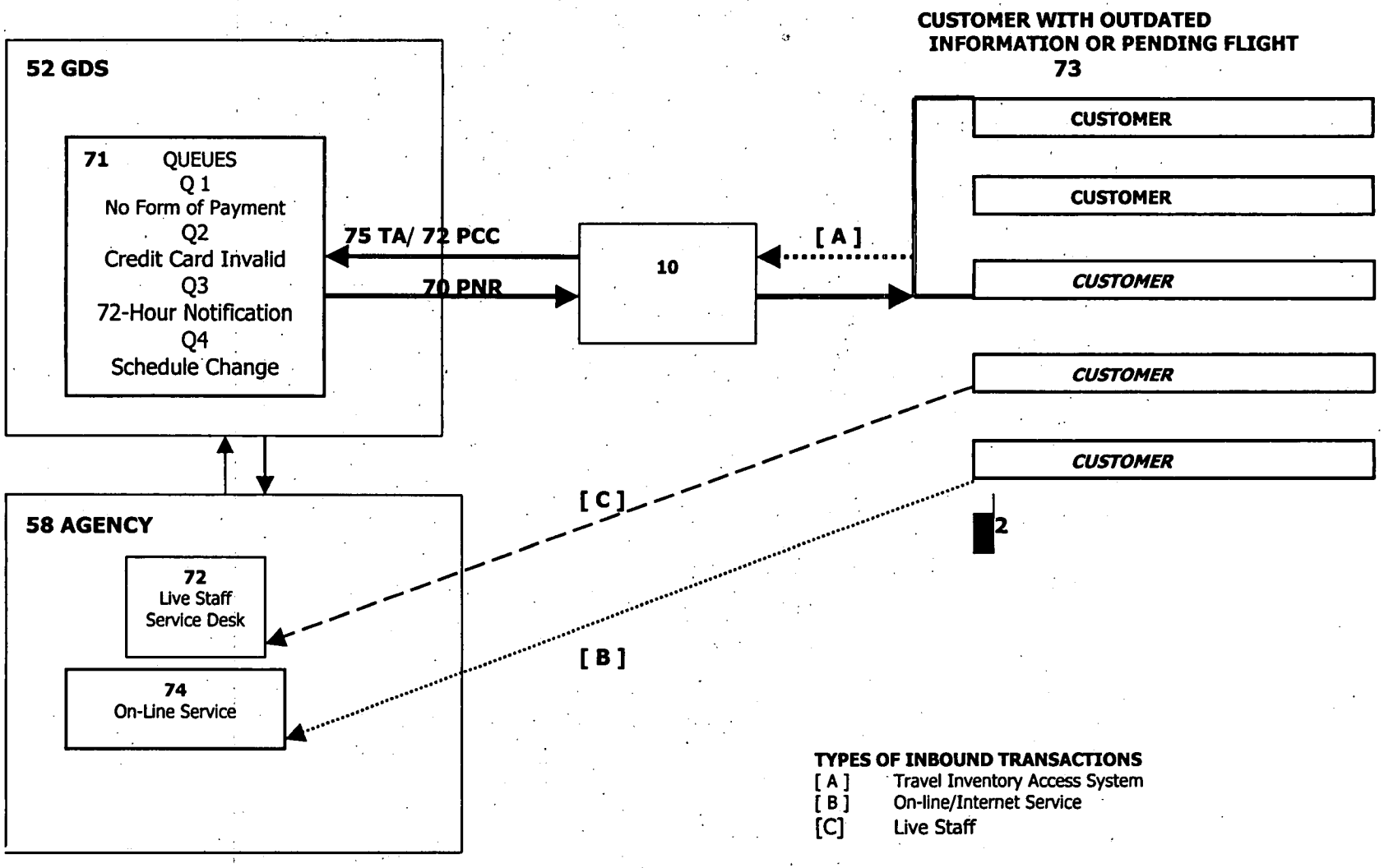
CUSTOMER WITH OUTDATED INFORMATION OR PENDING FLIGHT
73
52 GDS
71 QUEUES
Q 1
No Form of Payment
Q2
Credit Card Invalid
Q3
72-Hour Notification
Q4
Schedule Change
75 TA/ 72 PCC
70 PNR
10
[A]
CUSTOMER
CUSTOMER
CUSTOMER
CUSTOMER
CUSTOMER
2
58 AGENCY
72
Live Staff
Service Desk
74
On-Line Service
[C]
[B]
TYPES OF INBOUND TRANSACTIONS
[A] Travel Inventory Access System
[B] On-line/Internet Service
[C] Live Staff

FIG. 29b

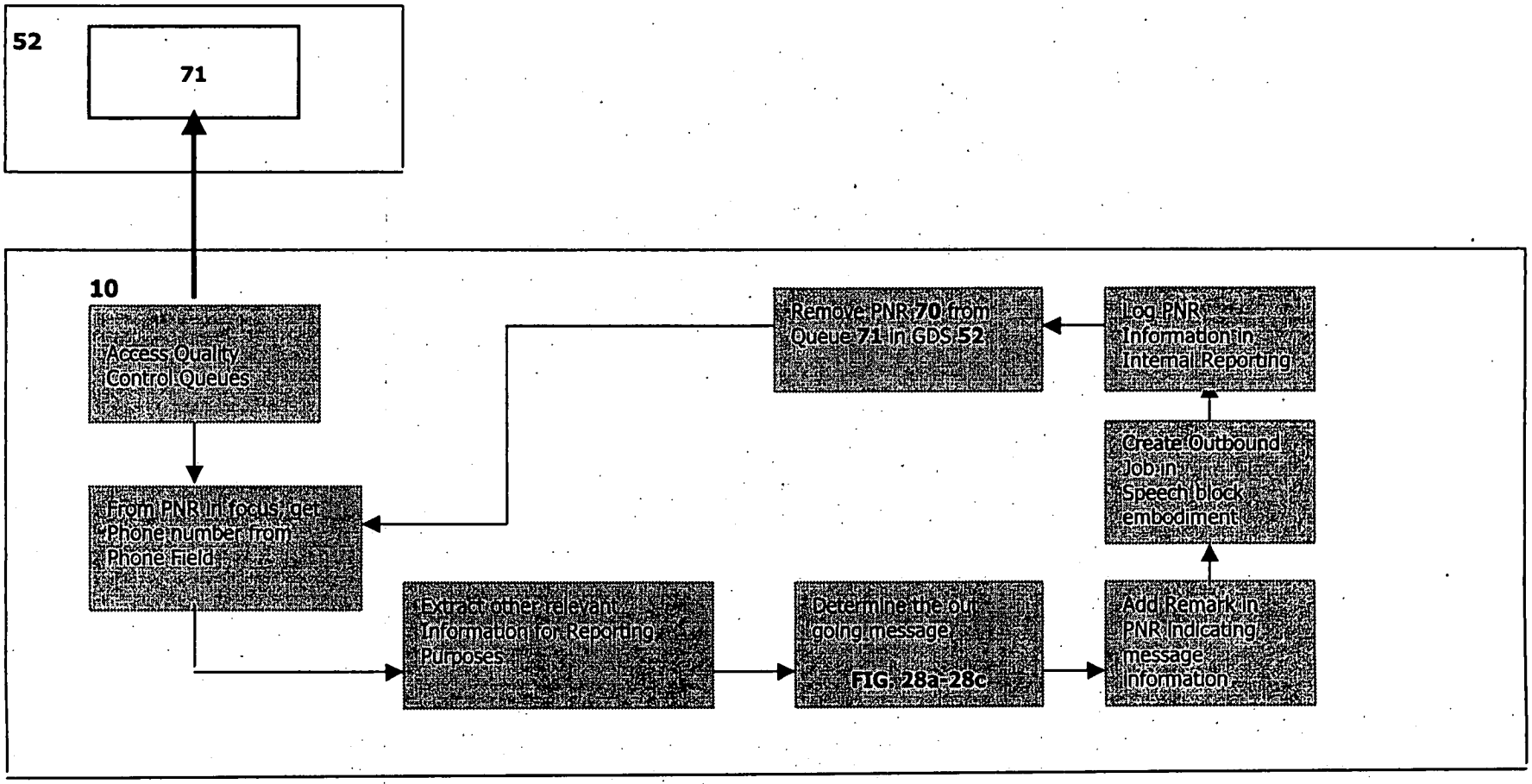
52
71
10
Access Quality Control Queues
From PNR in focus, get Phone number from Phone Field
Remove PNR 70 from Queue 71 in GDS 52
Log PNR Information in Internal Reporting
Create Outbound Job in Speech block embodiment
Add Remark in PNR indicating message information
Determine the out going message
Extract other relevant Information for Reporting Purposes
FIG. 28a-28c

FIG. 30

100	SYSTEM	Welcome to [Travel Inventory Access System]. Please press or say your reference number.
102	USER	555-999-XXXX
104	SYSTEM	Thank you.
1000	USER	[Profile]]
1002	SYSTEM	Please say or press the 16-digit credit card number for your reservations?
1004	USER	123-45-678-910111213-141516
1006	SYSTEM	Press or say the 4-digit expiration date? For example for January 2005 say January 2005 or 01-05 or press 01-05 on the telephone keypad.
1008	USER	06-05
1010	SYSTEM	You gave 123-456-789-10111213-141516 as the credit card number. Is this correct?
1012	USER	Yes
1014	SYSTEM	The expiration date is June 2005. Is this correct?
1016	SYSTEM	Yes
1018	SYSTEM	Thank you. Please wait while we update your records. Do not hang-up until you have received your Profile Confirmation Number. Your Profile Confirmation number is 05-28-APM.
1022	SYSTEM	Thank you for using [Travel Inventory Access System].